



**GALACTICO**  
C O A C H I N G



# **Member Protection Policy**

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## 1. Introduction

Galactico Coaching (GC) is committed to developing children and adults of all abilities in fundamental skills associated with football and fitness. GC and all people associated with GC must adopt and implement this policy.

Galactico Coaching is committed to ensuring that everyone involved with GC is treated with respect and is protected from abuse, bullying, harassment, sexual misconduct, unlawful discrimination, victimisation, and vilification.

## 2. Definitions and Interpretations

Below are the meanings of words that this policy highlights:

**Abuse** relates to any type of abuse, including physical, emotional, psychological, sexual, and inappropriate use of power, that has caused, is causing, or is likely to cause harm to a person's wellbeing.

**Bullying** refers to the repeated and intentional use of words or actions against others that result in distress and negative impacts on their wellbeing.

**Harassment** is any unwanted behaviour that is offensive, abusive, belittling, or threatening and could harm the victim.

**Sexual Misconduct** is any unwanted or unwelcome sexual behaviour that makes the victim feel offended, humiliated, or intimidated. It can include any criminal offence that involves sexual activity or indecent actions.

**Unlawful Discrimination** includes both Direct and Indirect Discrimination.

- **Direct Discrimination** refers to the different treatment of others as a result of a personal characteristic.
- **Indirect Discrimination** refers to a rule or policy applicable to everyone, but disadvantages some people due to a personal characteristic. This only includes those characteristics that are protected by anti-discrimination legislation.

**Victimisation** refers to the unfair treatment, or threat of unfair treatment because the person has made, or intends to pursue their right to make, a complaint or lawful disclosure.

**Vilification** relates to a public act, conduct or behaviour that paints others in a negative light due to a personal characteristic.

## 3. Purpose of our Policy

The Galactico Coaching Member Protection Policy aims to ensure that everyone involved with GC, whether staff or participant, feels happy, and can enjoy sport in a positive and safe environment. This Policy seeks to ensure that everyone involved is aware of their rights and responsibilities, and sets out the standards of behaviour expected of those involved, and the

behaviours that are not acceptable ('Prohibited Conduct'). GC will, where appropriate, take disciplinary action against any person or organisation bound by this policy if they breach it.

#### **4. Who our policy applies to**

This policy applies to:

- Paid and unpaid employees, volunteers, or contracted personnel of GC.
- Board and Committee Members.
- Affiliated centres, clubs, organisations, and personnel.
- All children and adult members or affiliates of GC.
- Parents, Guardians, Spectators and Sponsors.

#### **5. The Extent of our Policy**

Our policy includes unfair decisions, actions and breaches of our code of behaviour that may occur in person or online, during competition, training, and events organised by GC or affiliated with GC. This list is not exhaustive.

#### **6. Responsibilities**

The individuals to whom this Policy applies (Section 4) must:

- Consistently adopt, implement and comply with this policy.
- Ensure that the policy is easily accessible to all.
- Ensure that the existence and consequences of breaching this policy, are widely known.
- Be willing to undertake any training required by GC.
- Ensure all staff, both paid and voluntary, have a valid and in-date Disclosure and Barring Service Check (DBS).
- Ensure that the ratio of adults to children is sufficient and appropriate when considering the age of the children.
- Place the safety and welfare of children above all else.
- Deal with any breaches or complaints concerning this policy, in a prompt, impartial and sensitive manner.
- Follow the procedure outlined in this policy.
- Be accountable for their own behaviour.
- Comply with any decisions and discipline imposed following this policy.
- Continually monitor and review this policy when required.

##### **6.1 Affiliated Centres, Clubs and Organisations Responsibilities**

Affiliated centres, clubs and organisations bound by this policy are responsible for:

- Implementing and complying with the GC Member Protection policy;
- Promoting the policy and modelling the desired behaviours.
- Dealing with any breaches or complaints concerning this policy, in a prompt, impartial and sensitive manner.

- Seeking advice from and referring serious issues including unlawful behaviour to GC.

## **7. Protection of Children**

### **7.1 Child Protection**

Galactico Coaching and those affiliated with GC are committed to the safety and well-being of all children connected with GC. GC are required to comply with and abide by the Children Act 2004. We aim to create a child-safe environment which is consistently maintained, and will continue to take measures to protect children involved with GC in the following ways:

- The development of a Risk Management Strategy will be used to assess GC's level of safety, as well as help determine how to improve this level, with the aim of minimising and preventing harm to children.
- The development and use of a Code of Conduct that outlines appropriate behaviour towards children.
- Ensuring that all paid and unpaid employees and volunteers have a valid and in-date DBS, and that Criminal History assessments have been undertaken.
- Undertaking supervision and training of paid and unpaid employees and volunteers to ensure appropriate interaction, as well as the ability to identify and respond to child safety and protection issues.
- Consideration of parent's and children's views on developing and maintaining child-safe environments.

### **7.2 Supervision**

GC will ensure that children are supervised at all times by a responsible adult. The level of supervision provided will be assessed via several factors, including:

- The child's age, maturity level and ability.
- The number of children.
- The activity.
- The location.

### **7.3 Taking Images of Children**

A photo consent form must be obtained for each child. These will last indefinitely until consent is withdrawn via writing. The form will contain possible uses of the photos, including social media, and advertising. GC will avoid using full names when publishing photos, and will not use any other personal details such as address, email address or telephone numbers without gaining consent from the parent/guardian.

## **8. Anti-harassment, Discrimination and Bullying**

Galactico Coaching is against all types of harassment, discrimination, and bullying, whose meanings are outlined in Section 2 of this policy. The below section outlines what types of behaviour and actions are included within the parameters of harassment, discrimination, and bullying.

## **8.1 Harassment**

This section includes harassment and Sexual Misconduct. Refer to Section 2 for the definitions of these.

Harassment includes, but is not limited to, behaviours such as:

- Verbal abuse;
- Stalking or loitering;
- Threats;
- Spreading misinformation, defamation;
- Inappropriate communication of any type (email, letters, telephone, social media).

Sexual misconduct and harassment includes, but is not limited to, unwanted behaviours such as:

- Physical contact;
- Verbal comments, jokes and propositions;
- Pornographic displays or material.

It can be classed as harassment regardless of whether the intent to offend was there or not. The gender and sex of a person are entirely irrelevant

## **8.2 Discrimination**

Refer to Section 2 for the definitions of Direct and Indirect Discrimination followed in this Policy.

Under the Equality Act 2010, it is illegal to discriminate against someone due to any of the following protected characteristics:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

## **8.3 Bullying**

Refer to Section 2 for the definition of Bullying followed in this Policy.

Bullying includes, but is not limited to:

- Insensitive jokes and pranks

- Malicious name-calling and teasing
- Abusive, threatening or offensive words or behaviour
- Physical or psychological threats
- Deliberately excluding or socially isolating someone without good reason
- Inappropriate and/or derogatory comments about someone's performance
- Abuse of authority or power by those in positions of seniority
- Failure to intervene to stop bullying

## **9. Pregnancy**

Galactico Coaching is an inclusive company that aims to treat everyone equally. Part of this policy requires all mentioned in Section 4 of this policy to treat pregnant people with respect. GC will work with pregnant people to ensure they have taken all reasonable steps to ensure the safety, health and well-being of the pregnant person and their unborn child. This policy applies to pregnant employees, volunteers, customers and people associated with GC.

## **10. Cyber Bullying and Social Networking**

Galactico Coaching does not tolerate cyberbullying, and any complaints regarding anyone associated with GC should be reported directly to GC rather than published online.

Everyone bound by this policy, as outlined in Section 4, should always conduct themselves appropriately online, especially when their online presence is being used to share information related to GC. It should always be made clear who and what the individual is representing when they are online, and individuals are responsible for ensuring that any references to GC and its affiliates are factually correct and respectful and do not breach confidentiality requirements and laws.

People bound by this policy must:

- NOT use hateful, offensive or provocative language.
- NOT be misleading or defamatory.
- Positively promote GC when appropriate.
- NOT leak confidential information relating to affiliates of GC or GC.

## **11. Complaints Procedures**

- Any individual may report a breach of our policy.
- If the individual making the complaint feels comfortable, they may discuss the issue with the perpetrator and request that they stop engaging in the behaviour in question. If the individual does not feel comfortable doing this, or they have tried this and the perpetrator has continued, they may decide to complain to a relevant contact person, for example, the Director of Galactico Coaching, or their Trainer.
- Any complainants should try to provide as much information and detail as possible. It may be a good idea to note the dates, times, behaviours and witnesses.
- Individuals may contact external organisations to handle their complaints or may request GC to do so.

- Victimisation of any complainants is prohibited, and disciplinary action may be taken against those who victimise them.
- Disciplinary action may be taken against those under the policy (Section 4) who make untrue complaints. See Section 13 for information on disciplinary measures.
- See Attachment 2 for information on the Complaints Process.

## **12. What is a Breach of This Policy?**

It is a breach of this Policy for any mentioned in Section 4, to do anything that goes against this Policy, including but not limited to:

- Acting in a manner contrary to this Policy.
- Bringing, or acting in a manner that is likely to bring, GC into disrepute and which may cause financial or reputational loss.
- Failing to follow any of GC's or its affiliates' policies and procedures for the protection, safety and well-being of anyone involved or affiliated with GC.
- Failing to comply with a penalty imposed after breaching any of GC's or its affiliates' policies and procedures.
- Failing to comply with an order given as part of a disciplinary process.

## **13. Disciplinary Measures**

Disciplinary measures can be imposed on all mentioned in Section 4 for a breach of any of GC's or its affiliates' policies and procedures. Disciplinary measures will always be fair and reasonable based on evidence and the level of seriousness of the breach.

If the outcome of the complaints process (Attachment 2) is that an individual has breached this policy, any one or more of the following disciplinary measures may be imposed:

- An order to make a verbal and/or written apology.
- Ordain that the perpetrator should attend counselling/training to address their behaviour.
- A written warning.
- A suspension of the individual's membership or involvement with GC.
- Termination of the individual's membership or involvement with GC.
- Direct that the perpetrator pay compensation for any damage to property.
- A request to the relevant organisation that a coach's/official's accreditation be removed for a period of time or permanently.
- Disallow them to compete or be involved in any event or competition associated with GC.
- A monetary fine.
- The report of criminal behaviour to the appropriate Government Department.
- Any other penalty that GC deems appropriate.

If an external organisation required to comply with this policy is affected by any penalty imposed, they will be notified as soon as possible.

The below factors will be taken into consideration when imposing any disciplinary measures:



- The nature and seriousness of the behaviour and the breach.
- If the perpetrator knew or should have known that their behaviour was against policy.
- Any prior warnings or disciplinary action.
- The wishes of the complainant.
- The level of remorse the perpetrator feels.
- The jurisdiction over the perpetrator and the ability to enforce discipline, particularly in the case of parents or spectators.

#### **14. Appeals**

The complainant and the alleged perpetrator both hold the right to appeal the decision made during the complaints process, but they may only appeal once. Any appeal must be based on unjust or unreasonable disciplinary decisions or lack of use of supportive evidence.

The “Notice of Intention to Appeal” should be made in writing and be made within 48 hours of receiving the decision. If this is not made, it will be assumed that the decision is accepted and must be complied with.

The grounds of the appeal should be made in writing and be made within five days of the “Notice of Intention to Appeal”. If this is not made, the appeal shall be deemed to be withdrawn.

After receiving the appeal, GC may decide to:

- Dismiss the appeal.
- Uphold the appeal.
- Reduce, increase, or change the penalty.

## **Attachment 1 Codes of Conduct**

### **General Code Of Conduct**

Everyone that this policy applies to, as listed in Section 4, must:

1. Respect all people affiliated with Galactico Coaching, regardless of any personal characteristics as listed in Section 8.2 of the MPP.
2. Always communicate and behave ethically, fairly, considerately and honestly.
3. Commit to providing a quality service.
4. Always follow and adhere to the policies, procedures, and Codes of Conduct of GC and its affiliates.
5. Never use GC to promote your ideas and beliefs that are independent of those followed by GC.
6. Comply with all UK laws.
7. Refrain from any conduct that may bring GC or its affiliates into disrepute.
8. Always take responsibility and accountability for your own words and actions.
9. Always prioritise the safety and welfare of children affiliated with GC above all else.
10. Provide a safe environment.
11. Attend to and care for those who may be sick or injured.
12. Be a positive role model and never use bad language.

## **Administrator Code Of Conduct**

In addition to adhering to the GC General Code of Conduct, you must also meet the following requirements as an administrator:

1. Always attempt to resolve conflicts fairly and efficiently through established procedures.
2. Consistently maintain strict impartiality.
3. Be knowledgeable and comply with your legal responsibilities and adhere to legislation.
4. Ensure that all activities, equipment and facilities are safe and appropriate to the participant's ability, age and maturity level.
5. Where appropriate, distribute and make accessible, the Codes of Conduct.
6. Ensure that there are equal opportunities for participation regardless of any personal characteristics as listed in Section 8.2 of the MPP.

## **Coaches Code Of Conduct**

In addition to adhering to the GC General Code of Conduct, you must also meet the following requirements as a coach:

1. Always promote fair play and a positive learning environment.
2. Create and encourage opportunities for participation.
3. Respect the decisions of officials, other coaches, and administrators, and teach participants that the rules of the sport should not be evaded or broken. Always try to show participants that they should respect other participants and the judgement of officials and coaches.
4. Ensure that all activities, equipment and facilities are safe and appropriate to the age, maturity and ability of the participants.
5. Where possible, group participants according to age and physical maturity.
6. Ensure that your decisions and actions contribute to a safe environment that is free of harassment, bullying, discrimination, or victimisation as outlined in Section 2. As part of this, ensure that you are reasonable in your demands on the participants, and never ridicule or scold participants for making mistakes or losing an event.
7. Remember that you are a role model and be generous with your praise. Also ensure that you demonstrate appropriate social behaviour through your treatment of others, your dress and equipment, and through not smoking or being intoxicated whilst representing GC.
8. Always listen to a doctor's advice when deciding if an injured participant is ready to engage in training again.
9. Stay up to date on coaching principles, and information surrounding child development.
10. Remember to keep your practice fun, engaging and enjoyable for children, and not focus on winning.

## **Participant Code Of Conduct**

In addition to adhering to the GC General Code of Conduct, you must also meet the following requirements as a participant:

1. Always show respect and full cooperation to other participants, coaches, officials and spectators.
2. Never act in a manner that could be considered as harassment, discrimination, bullying, or victimisation as outlined in Section 2.
3. Always act responsibly and never use bad language. Keep your temper in control and show punctuality.
4. Ensure that you participate fairly and safely, always following the rules and respecting the decisions of officials. Ensure that if you are seeking a rule clarification, you follow the correct process. All approaches to an official should be made respectfully, and you should never argue with an official.
5. Always inform your coach of any illness or injury, and be honest regarding your ability to engage in training and competitions.
6. Try to be a good sport by applauding and acknowledging all good performances whether they are part of your team or not.
7. Any form of cheating is unacceptable.
8. Always do your best and work hard.

## **Parent/Guardian Code Of Conduct**

In addition to adhering to the GC General Code of Conduct, you must also meet the following requirements as a parent/guardian:

1. Encourage, but never force your child to participate. They participate in GC activities for their own enjoyment, not yours.
2. Encourage your child to follow the rule and help to teach your child that an honest effort is as important as winning.
3. Encourage your child to always try their best and work towards improving their skills and achieving new personal bests.
4. Remember you are a role model, and follow good sportsmanship by applauding good performances regardless of what team they are on.
5. Be polite and respectful when communicating with all affiliated with GC and teach your child to do the same.
6. Never ridicule or scold any participant for making a mistake or losing.
7. Never act in a way that could be considered as harassment, discrimination, bullying, or victimisation as defined in Section 2.
8. Raise any disagreements with an official or coach through the appropriate channels rather than questioning their decisions in public.
9. Support the use of any modifications to rules and activities that have been made due to the ages of participants.

## **Spectator Code Of Conduct**

In addition to adhering to the GC General Code of Conduct, you must also meet the following requirements as a spectator.

1. Remember that participants are there to enjoy themselves and not to entertain you.
2. Treat everyone equally and with respect. Applaud all good performances and efforts. Congratulate participants regardless of the outcome.
3. Respect the officials and their decisions, and encourage participants to do so too. Raise any disagreements with an official or coach through the appropriate channels rather than questioning their decisions in public.
4. Encourage participants to follow the rules.
5. Never ridicule or scold a participant for making a mistake or losing. Never condone violence.
6. Never act in a way that could be considered as harassment, discrimination, bullying, or victimisation as defined in Section 2.
7. Stay in designated spectator areas and do not encroach on the pitch.
8. Ensure that you demonstrate appropriate social behaviour through your treatment of others, and through not smoking or being intoxicated whilst representing GC or spectating.
9. Support the use of any modifications to rules and activities that have been made due to the ages of participants.

## **Attachment 2**

### **Complaints Procedure**

A complaint can be made regarding an act, behaviour, omission, situation, or decision that someone believes is unfair, unjustified, unlawful, and/or a breach of our policy. Complaints always vary, and may be about an individual, or group, may be very serious or relatively minor, may be repeated allegations or a single incident, and the perpetrator(s) may admit or deny them. No matter the case, GC will always try to resolve any complaint fairly and efficiently. Complaints can also be reported to relevant external organisations.

All complaints will remain confidential and will only be disclosed to others with written consent from the complainant unless required by law, or deemed necessary to effectively progress with the complaint. Serious incidents, such as assault, should be reported to the police.

GC may deem it necessary to disclose your identity and provide the perpetrator with full details of the complaint in order to give them a fair opportunity to respond to the allegations. GC may not be able to proceed with a complaint if the complainant decides to remain anonymous to the perpetrator.

The following steps are guidelines to follow when dealing with complaints:

1. If the complainant feels comfortable and safe in doing so, they could try to talk with the perpetrator initially.
2. If Step 1 is unsuccessful or not feasible for the individual, the complainant should contact an appropriate person within GC. This may be the Director, or your coach for example.
  - The chosen person should take notes about your complaint, and these notes will be kept in a secure and confidential place.
  - The chosen person should ask what outcome the complainant wants to achieve, and should work with the complainant to provide possible resolutions.
  - The chosen person should act as a support person if desired, explain how the complaints procedure works, refer the complainant to an appropriate person to help resolve the issue, and inform any relevant government authorities if required by law.
3. After the complainant has discussed the matter with an appropriate contact, they may decide to do any of the following:
  - Decide there is no problem.
  - Decide the problem is minor and they do not wish to move forward with the complaints process.
  - Decide to resolve the problem on their own.
  - Decide to seek the help of an impartial contact such as a mediator.
  - Decide to continue with the complaints process by following the steps below.
4. If the complainant decides to continue with the complaints process, they need to make a formal complaint in writing to GC.
5. Upon receiving the complaint, GC will decide how to proceed based on the following:
  - Is the complaint properly made under this policy?



- Are GC able to handle the complaint or does it need to be referred to an outside body?
  - Does the nature and seriousness of the complaint require a formal resolution procedure? Some complaints may be of a minor and/or personal nature with no connection to GC.
  - Does the complaint need to be referred to a mediator?
  - Does the complaint need to be referred to the police?
  - Do any interim arrangements need to be made until the process is complete?
  - Have they had any personal involvement that could result in them being biased?
  - Does the complainant have any requests regarding how the complaint should be handled?
  - Are the facts of the complaint in dispute?
  - Is the complaint urgent? Is there any possibility that the complainant will be subject to further unacceptable behaviour during the complaints process?
6. Based on the above, GC will proceed by:
- Obtaining full information from the complainant regarding the complaint and how they wish for it to be resolved (if not already obtained).
  - Provide the information from the complainant to the perpetrator and ask them to provide their side.
  - Evaluating the information they have received and deciding if that is enough to determine the truthfulness of the matter.
  - Determine what, if any, further actions to take.
7. If an investigation is required due to any disputes over the facts of the complaint, then statements from witnesses will be obtained in order to assist with deciding the truthfulness of the matter. The investigator will then decide if the complaint is substantiated, inconclusive, unsubstantiated, or knowingly untrue.
8. They may decide to follow mediation at any stage of the process. Mediation refers to a process whereby the people involved are able to discuss the issue with an impartial person referred to as the mediator. The below outlines the process of mediation:
- Mediation is only appropriate if the complainant and perpetrator are willing to attempt mediation. It may not be appropriate when dealing with extremely sensitive issues, if there are serious, proven allegations, or if there is a real or perceived power imbalance between those involved.
  - The mediator will be arranged by GC.
  - It is not up to the mediator to make judgements on the individuals, and is only there to ensure a fair process and help reach an agreement on how to resolve the issue.
  - If an agreement is reached, no further action will be taken under this policy. The mediator will prepare a document that dictates the agreement reached between those involved and they will sign it.
  - If the complaint is not resolved, and no agreement is reached, they may continue with their complaint by proceeding from Step 4. They may alternatively approach an external agency to help resolve the matter.
9. If it is decided by GC that the complainant is at risk whilst the complaints process is being handled, the perpetrator may be:
- Suspended from any role they hold with GC.
  - Banned from events or activities affiliated with GC.

- Transferred to a different role or location temporarily or indefinitely.
- Required not to contact or associated in any way with the complainant or any other individuals associated with the complaint until the complaints process is completed.

### **Attachment 3**

#### **Procedure for Handling Allegations of Child Abuse**

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 999.

GC treats allegations of child abuse or neglect seriously and aims to manage all allegations in a prompt and sensitive manner. All paid and unpaid employees and volunteers of GC have a duty to report any concerns to the appropriate authorities by following the steps outlined below:

1. If a child raises an allegation of child abuse or neglect with you, whether it is about themselves or another child, it is important that you:
  - Listen, stay calm and be supportive.
  - Make sure you understand what the child has told you and that you have written it down.
  - Never challenge or undermine what the child has told you.
  - Reassure the child that they are not at fault.
  - Do not ask for more information or input your opinion.
  - Ensure the child understands that other people may need to be informed of the situation in order to stop it, but do not discuss the details with any people not detailed in this procedure.
  - Do not contact the alleged perpetrator.
2. Immediately report the allegation to the police and/or the relevant child protection agency. If there is any doubt on whether the allegation should be reported, contact them anyway. If the allegation involves any individuals mentioned in Section 2, then inform GC too.
3. If the allegation involves any individuals mentioned in Section 2, then GC may do any of the following:
  - Assess the immediate risks of the child.
  - Redeploy the alleged offender to a position with no unsupervised contact with children.
  - Supervise the alleged offender.
  - Suspend or terminate their involvement with GC until final conclusions have been reached.
  - Consider what support services can be offered to the child and parents, and the alleged offender.
  - Consider what measures can be put in place to protect all involved from victimisation and gossip.
4. Regardless of any findings of possible investigations conducted by the police and/or child protection agency, GC may assess the allegations to decide how to proceed. They may decide to allow the alleged offender to return to their position, dismiss, ban, or allocate any other disciplinary action as mentioned in Section 13.
  - All relevant information will be considered, including findings made during formal investigations.
  - If it is required, GC will provide the relevant government agency with a report of any disciplinary action.

**Attachment 4**  
**Informal Complaint Form**

<b>Name of Administrator:</b>	
<b>Date of Complaint:</b>	
<b>Reference Number: (Complainant's Initials/mm/yy)</b>	
<b>Complainant's Name:</b>	
<b>Complainant's Contact Details:</b>	<b>Phone Number:</b>  <b>Email Address:</b>
<b>Complainant's Age:</b>	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 or over
<b>Complainant's Role/Status in GC:</b>	<input type="checkbox"/> Administrator <input type="checkbox"/> Volunteer <input type="checkbox"/> Participant <input type="checkbox"/> Coach <input type="checkbox"/> Employee <input type="checkbox"/> Official <input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Other _____
<b>Alleged Offender's Name:</b>	
<b>Alleged Offender's Age:</b>	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 or over
<b>Alleged Offender's Role/Status in GC:</b>	<input type="checkbox"/> Administrator <input type="checkbox"/> Volunteer <input type="checkbox"/> Participant <input type="checkbox"/> Coach <input type="checkbox"/> Employee <input type="checkbox"/> Official <input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Other _____
<b>When/Where did the incident take place?</b>	

<p><b>What are the facts relating to the incident as stated by the complainant?</b></p>	
<p><b>What is the nature of the complaint?</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Bullying</li> <li><input type="checkbox"/> Child Abuse</li> <li><input type="checkbox"/> Disability</li> <li><input type="checkbox"/> Discrimination</li> <li><input type="checkbox"/> Physical Abuse</li> <li><input type="checkbox"/> Pregnancy</li> <li><input type="checkbox"/> Race</li> <li><input type="checkbox"/> Religion</li> <li><input type="checkbox"/> Sexual Harassment</li> <li><input type="checkbox"/> Sexism</li> <li><input type="checkbox"/> Sexuality</li> <li><input type="checkbox"/> Verbal Abuse</li> <li><input type="checkbox"/> Victimisation</li> <li><input type="checkbox"/> Other _____</li> </ul>
<p><b>What does the complainant want to happen to resolve the issue?</b></p>	
<p><b>What other information has the complainant provided?</b></p>	
<p><b>What is the complainant going to do now?</b></p>	

## Formal Complaint Form

<b>Name of Administrator:</b>	
<b>Date of Formal Complaint:</b>	
<b>Reference Number: (Complainant's Initials/mm/yy)</b>	
<b>Complainant's Name:</b>	
<b>Alleged Offender's Name:</b>	
<b>What is the nature of the complaint?</b>	<input type="checkbox"/> Bullying <input type="checkbox"/> Child Abuse <input type="checkbox"/> Disability <input type="checkbox"/> Discrimination <input type="checkbox"/> Physical Abuse <input type="checkbox"/> Pregnancy <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Sexual Harassment <input type="checkbox"/> Sexism <input type="checkbox"/> Sexuality <input type="checkbox"/> Verbal Abuse <input type="checkbox"/> Victimisation <input type="checkbox"/> Other _____
<b>What are the facts relating to the incident as stated by the Alleged Offender?</b>  <b>Are these different to the Complainant's?</b>	
<b>Methods (if any) of attempted informal resolution:</b>	

<b>Formal Resolution procedure followed:</b>	
<b>If investigated, what were the findings?</b>	
<b>If mediated:</b>	<b>Date of mediation:</b> <b>All parties present:</b>  <b>Agreement:</b>   <b>Any other action taken:</b>
<b>If the decision was appealed:</b>	<b>Decision:</b>   <b>Action Recommended:</b>

<b>Resolution:</b>	<input type="checkbox"/> Less than 3 months to resolve <input type="checkbox"/> Between 3-9 months to resolve <input type="checkbox"/> More than 9 months to resolve
<b>Completed by:</b>	<b>Name:</b>  <b>Position in GC:</b>  <b>Signature:</b>  <b>Date:</b>
<b>Signed by:</b>	<b>Complainant:</b>  <b>Alleged Offender:</b>



## Record of Mediation

<b>Present at Mediation</b>	
<b>Date of Mediation:</b>	
<b>Location of Mediation:</b>	
<b>Mediator:</b>	
<b>Summary of Mediation:</b> (attach minutes)	
<b>Outcome of Mediation:</b>	
<b>Follow up to occur:</b> (if required)	
<b>Completed by:</b>	
<b>Signed by:</b>	<b>Complainant:</b>  <b>Alleged Offender:</b>

## Child Abuse Allegation Form

<b>Administrator's Name:</b>	
<b>Date of Allegation:</b>	
<b>Complainant's Name:</b>	
<b>Complainant's Role/Status in GC:</b>	
<b>Child's Name:</b>	
<b>Child's Address:</b>	
<b>Complainant's reason for suspecting abuse: (eg/ observation, injury, disclosure)</b>	
<b>Alleged Offend's Name:</b>	
<b>Alleged Offender's Role/Status in GC:</b>	<input type="checkbox"/> Administrator <input type="checkbox"/> Volunteer <input type="checkbox"/> Participant <input type="checkbox"/> Coach <input type="checkbox"/> Employee <input type="checkbox"/> Official <input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Other _____
<b>Witnesses:</b>	<b>First Witness: Name:</b>
	<b>Contact Details:</b>
	<b>Second Witness: Name:</b>
	<b>Contact Details:</b>
	<b>Third Witness: Name:</b>
	<b>Contact Details:</b>

<b>Interim Action (if any) taken to ensure child's safety:</b>	
<b>Police Contacted:</b>	<b>Name:</b>  <b>Date:</b>  <b>Advice Provided:</b>
<b>Child Protection Agency Contacted:</b>	<b>Name:</b>  <b>Date:</b>  <b>Advice Provided:</b>
<b>Police Investigation (if any):</b>	<b>Findings:</b>
<b>Internal Investigation (if any):</b>	<b>Findings:</b>
<b>Action Taken:</b>	
<b>Completed by:</b>	<b>Name:</b>  <b>Position in GC:</b>  <b>Signature:</b>  <b>Date:</b>
<b>Signed by:</b>	<b>Complainant:</b>